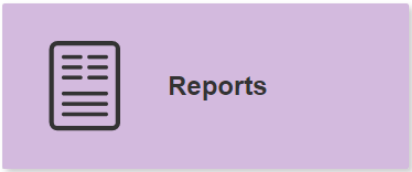


Your Online Account Guide: *Reports and Forms*

How do I get to Reports?	<p>Log into your Online Account and select the Reports tile:</p> 
What is on the Reports and Forms page?	<p>View and print any reports and other documents that have been generated on your Online Account, including:</p> <ul style="list-style-type: none">➤ your client record,➤ support plan, and➤ referral code letters.
What do you want information on?	<p>Show me</p> <ul style="list-style-type: none">➤ What is in Reports page, click here (page 2).

Your Reports and Forms Page

Status

Here you can choose to view reports that you have generated. They will be PDF documents that you can save to your computer or print. The status will either be 'Ready' or 'Downloaded', which indicates that you have downloaded it at least once.

Name

A list of the document names that have either been viewed or printed. You need to first generate these documents elsewhere in the Online Account.

Your reports and forms Client portal guide

View / print anything you or anyone else authorised to use the client portal account

- is trying to generate; and/or
- have previously generated.

You have documents that have not been submitted. [Click here to view the Documents page.](#)

Name	Requested Date	Status
Grace Nerir Client Record 19 October 2020	19 October 2020	Downloaded - View

View


This will show you if the report is "ready" to be view. You will not be able to access a report that has a status of "processing".

⚠ Note: To download a report, select the report you want from the page it is located on in your Online Account. It will then either download immediately or be sent to the 'Reports' page for later download. If you need to download from the Reports page, you will see this message:



Report is still progressing. To check the status, go to [Reports page](#)



⚠ If you have downloaded a file, there may be a sign that it has downloaded on your web browser (e.g. Internet Explorer, Microsoft Edge, Chrome etc.). Depending on the web browser you use, this could be the name of the file showing up at the bottom of the screen, or a  symbol.

Contact Us

Phone (domestic)	1800 200 422 (free call)	The call centre is open: <ul style="list-style-type: none"> Monday to Friday: 8am - 8pm Saturdays: 10am - 2pm Closed: Sundays and national public holidays.
Phone (international)	+61 2 6289 1555	Monday to Friday: 8.30am - 5.30pm AEST
Online enquiry	Go to Contact us and complete the form.	
Post	PO Box 1237 Runaway Bay QLD 4216	

If you have difficulty speaking or understanding English, have a hearing or speech impairment, or want support from someone who understands your situation, go to “[Accessible for all](#)” website page.